
PROGRAM CHARTER
FOR
LINE OFFICE HEADQUARTERS
Program Manager: Mitchell Luxenberg
Leadership Sub-goal Team Lead: Mitchell Luxenberg

1. EXECUTIVE SUMMARY

This program encompasses the headquarters management functions of all of NOAA's line offices, plus the full functions of NOAA's line office of Program Planning and Integration (PPI) and NOAA's Central Library. The NOAA line offices include: National Marine Fisheries Service (NMFS); National Environmental Satellite, Data, and Information Services (NESDIS); National Ocean Service (NOS); Office of Oceanic and Atmospheric Research (OAR); National Weather Service (NWS), and Office of Program Planning and Integration (PPI). The line office headquarters function normally includes the immediate office of each line office Assistant Administrator (AA), Deputy Assistant Administrator (DAA), and each line office's management, budget, and planning staff organization.

The program helps NOAA achieve its mission goals by providing guidance, executive direction, and analytical, administrative and technical support to all of NOAA's operations. Therefore, the Line Office Headquarters Program, contained within the Leadership subgoal, supports all of NOAA's Mission Goals. NOAA's five line office AA's, PPI, and Central Library are all located in the Silver Spring, MD complex.

2. PROGRAM REQUIREMENTS

A. Requirement Drivers:

1) Legislation

- a) NOAA Authorization Act – establishes NOAA line Assistant Administrators
- b) National Environmental Policy Act (NEPA) – requires assessment of environmental impacts of government actions
- c) The Government Performance and Results Act (GPRA), including Office of Management & Budget (OMB) Circular A11 and the Program Assessment Rating Tool (PART) – requires use of performance measurement and program evaluation to assure program effectiveness
- d) The Federal Managers' Financial Integrity Act (FMFIA) – requires agencies to establish management controls over their programs and financial systems

2) Executive Orders and Policy Statements

- a) Department Organization Order 25-2A, October 9, 1970 and NOAA Reorganization Plan No. 4 of 1970 – implements organizational structure and delegates authority to NOAA Assistant Administrators
- b) DOO 25-5, section 12, NOAA's Program Planning and Integration – establishes Assistant Administrator for Program Planning and Integration
- c) The President's Management Agenda – establishes policy and goals to promote efficient administrative management in Federal agencies

3) Internal DOC and NOAA Documents

- a) NOAA Strategic Plan – sets forth strategic goals and objectives for the organization
- b) Budgetary guidance from DOC and NOAA – sets forth budget, financial and policy

direction to NOAA line offices.

- B. Mission Requirements: The drivers described above establish NOAA Assistant Administrators and empower them to lead, direct, and manage NOAA programs and activities. The Line Office Headquarters Program, therefore, exists to fill two critical mission requirements:
- 1) To provide effective leadership, direction, and guidance to NOAA operational programs, and
 - 2) To provide centralized management support to NOAA operational programs in areas such as planning, policy development, information services, budget and finance, human resources, and international operations.

3. LINKS TO THE NOAA STRATEGIC PLAN

Activities within the Line Office Headquarters Program focus on management, planning, budget, outreach, and information services for NOAA's operations. These activities relate directly to the following sections of the Strategic Plan:

- A. Goal Outcomes: This program supports three outcomes essential for Providing Critical for NOAA's Mission goal. The outcomes supported are:
- 1) A safe operating environment with efficient and effective financial, administrative, and support services
 - 2) Secure, reliable, and robust information flows within NOAA and out to the public
 - 3) A dynamic workforce with competencies that support NOAA's mission today and in the future.
- B. Goal Performance Objectives: This program directly supports two goal performance objectives and indirectly supports several others. The directly supported objectives are:
- 1) Improve efficiency and performance of financial, administrative, workforce management, acquisition, and other support transactions and services
 - 2) Increase internal and external availability, reliability, security, and use of NOAA information technology and services.
- C. Goal Strategies: Goal strategies supported by the Line Office Headquarters Program include:
- 1) Lead agency-wide efforts in education and outreach, public affairs, legislative affairs, international affairs, and legal affairs
 - 2) Develop and maintain an Information Technology Enterprise that fully supports the life cycle of NOAA's programs; is secure, reliable, and cost-effective; encourages information sharing, and complies with all applicable policies
 - 3) Implement a strategic approach that attracts and maintains a competent and diverse workforce and creates an environment that develops, encourages, and sustains employees as they work to accomplish NOAA's strategic goals
 - 4) Adopt a functional management model to deliver administrative and financial services that will establish direct lines of accountability from headquarters business line managers to all NOAA financial and administrative staff located in the field
 - 5) Employ a planning, programming, budgeting, and execution system to enhance NOAA's capabilities and to guarantee effective delivery of needed products and services
 - 6) Improve the efficiency, accountability, and transparency of administrative programs and services through process optimization and customer satisfaction assessment.

4. PROGRAM OUTCOMES

- A. Efficient, effective Line Office leadership and support services foster seamless, productive activity within NOAA operations.
- B. Secure, reliable, and robust information flows within NOAA and out to the public enable the NOAA workforce and the public to make informed decisions and actions regarding NOAA responsibilities.

5. PROGRAM ROLES AND RESPONSIBILITIES

This program is established and managed with the procedures established in the NOAA Business Operations Manual (BOM). Responsibilities of the Program Manager are described in the BOM. Responsibilities of other major participants are summarized below:

A. Participating Line Office, Staff Office and Council Responsibilities:

- 1) National Marine Fisheries Service (NMFS), National Environmental Satellite, Data, and Information Services (NESDIS), National Ocean Service (NOS), Office of Oceanic and Atmospheric Research (OAR), and National Weather Service (NWS) all are led by Assistant Administrators (AA's) who are supported by immediate office staff and by a management office. These management offices are sometimes referred to as an "MB" office (management and budget) or a CFO office. The Assistant Administrators, their direct support staff, and "MB" offices provide to their respective Line Offices:
 - a) Executive leadership through guidance, direction, and decision making
 - b) Resource planning and management, which includes budget formulation and execution services
 - c) Administrative services, which include providing advice and support in the areas of human resources, training, Equal Employment Opportunities, facilities, and grants and acquisitions
 - d) Program evaluation
 - e) Information technology services
 - f) Specialized project support and technical assistance to the programs within an Assistant Administrator's purview
 - g) Conduct and coordination of international activities in support of the programs under the Assistant Administrator's purview
 - h) Education and public outreach
 - 2) NESDIS is responsible for management of NOAA's Central Library.
 - 3) PPI, also led by an Assistant Administrator, is responsible for:
 - a) Development, update, and implementation of the NOAA Strategic Plan, including performance measures
 - b) Providing matrix management oversight, training, and support for NOAA's matrix managed Programs
 - c) Providing NEPA coordination and review for the agency and DOC
 - d) Incorporating socio-economic analysis into NOAA's business and decision-making processes
 - e) Leading performance management
 - f) Leading the planning phase of NOAA's Planning, Programming, Budgeting, and Execution System (PPBES)
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- 4) NOAA General Counsel provides legal support to the managers and staff in the Line Office Headquarters Program.
 - 5) The Education, CIO, CFO, Human Capital, and International Councils all have responsibilities that are relevant to the interests of the Line Office Headquarters Program. These Councils, through collaboration and consultation with Line Office staffs, are responsible for providing guidance and direction to the Line Offices within each one's particular sphere of influence.
- B. External Agency/Organization Responsibilities: This program focuses on the delivery of leadership and management support services internal to NOAA. Accordingly, major involvement from external organizations is generally in the form of guidance and direction provided by the Department of Commerce, the Office of Management and Budget, Office of Personnel Management, Government Accountability Office, and Congressional committees and staff.
6. END USERS OR BENEFICIARIES OF PROGRAM
- A. Department of Commerce – Departmental executives are satisfied that NOAA programs are managed effectively and efficiently.
 - B. NOAA Employees – The productivity and morale of the workforce is improved by high quality leadership, support and personal development. Employees derive a high level of satisfaction and success in achieving their mission objective because of the high quality of leadership and support they receive and because they are better equipped to do their jobs. Higher levels of job competency and satisfaction lead to a more productive workforce by increasing effectiveness and lowering staff turnover.
 - C. NOAA Program Managers – Managers will become more successful in meeting their mission objectives because of the high quality and leadership and support they receive from their line office management. Program Managers need to count on effective, timely decision making from their leaders if they are to be successful in meeting program milestones and goals. Program Managers also need to be able to recruit and develop their workforce with the skills and abilities needed to address mission goals.
 - D. Office of Management and Budget – OMB staff are satisfied that NOAA programs are managed in a cost-effective manner and in keeping with the Administration's priorities and goals. This can directly affect OMB's responses to NOAA's budget requests and can ultimately help NOAA become more successful in building support for its budget and acquiring the resources necessary to address program needs.
 - E. Congress – Members of Congress, authorizing committee staff, and appropriations committee staff are satisfied that NOAA is managing its programs in keeping with Congressional mandates, legislation, and directives. Likewise, by building this bond, NOAA can help encourage more positive responses to its requests for appropriations and proposed legislative initiatives. These, in turn, can ultimately help NOAA achieve its program goals.
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